What is User Access & Certification?

The User Access and Certification web based application is a tool to facilitate annual recertification for ePM. The tool allows all ePM Users to certify themselves and external users to accept the ePM “Rules of Behavior”. All ePM external users must certify they require access to ePM and accept the GSA Rules of Behavior on a yearly basis.

Email Notifications will be sent from epMSupport@gsa.gov when the Certification Period has started and periodically throughout the Certification period.

Additionally, the User Access and Certification application can be used to update contact information at any time. (see instructions below)

***If the ePM Account is currently locked please contact support at 1-866-367-7878 or epMSupport@gsa.gov

Who Will Use This?

- GSA ePM Users
Internal GSA User Certification
Update User Information

1. Launch the User Access & Certification application from the ePM Portal

2. Verify user information. The information displayed is from the contact page in ePM.

- The following fields are Read Only:
  - Organization Name
  - First Name
  - Middle Initial
  - Last Name

- If any of the information above is incorrect, please contact the local ePM System Administrator.

- The following fields can be updated if necessary:
  - Display Name
  - Title (select from the dropdown list)
  - Email address
  - Telephone Number (to add or remove a telephone number use the icons in the top tool bar)
If ePM access is required, click in the box in front of “I certify that I require access to ePM”

If Cognos Reporting access is required, click in the box in front of “I certify that I require access to Cognos Reporting”

3. To Save and submit changes click on the **Update icon** in the top tool bar

4. When complete click on the Logout icon in the top tool bar.
Update User Information

Tips

1. Internet Explorer version 9 (or higher) is the recommended web browser
2. Verify that email address is correct in ePM so that certification notices regarding the recertification process are sent to the correct address.
3. Certify before the end date as documented in the email notification. ePM Notifications will be sent to users when action is necessary for certification. However, the web application can be accessed at any time to update Name, email, or Phone numbers.
4. If certification is NOT completed by the Certification End date accounts will be locked. Please contact the local ePM System Administrator
5. If certification is NOT completed by the Grace Period End Date, users will no longer be licensed to use ePM. Please contact the local ePM System Administrator for assistance.

Questions contact epmsupport@gsa.gov